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भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

पी.के. पुरवार

अध्यक्ष एवं प्रबन्ध निदेशक

P.K. PURWAR

Chairman & Managing Director

D.O. No. 1-7/2009-LC

Dated: 18th September, 2019.

Dear Shri/Smt.

This is regarding increasing the Enterprise Business revenue by means of bringing improvement in time taken for commissioning & MTTR of Leased Circuits in each Circle. While having a review of commissioning, disconnection & operation and maintenance of leased circuits monthly parameters and cumulative achievement in 2019-20 vis-à-vis 2018-19, it is noticed that though there is noticeable improvement in current year yet there is still scope for improvement in many Circles. The comparative performance is enclosed at Annexure-I.

2.0 It is observed that commissioning time taken is more than a month for approx. 60% of the circuits. It is desired that all the up gradation and at least 50% of the new leased circuits must be commissioned within a fortnight and efforts should be made to commission at least 85% within a month time.

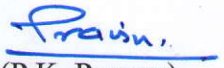
3.0 It is further observed that the disconnections are on higher side which is seriously hampering the growth. I, therefore, request each CGM to personally monitor this each week and direct concerned officers to make all out efforts to arrest this trend in order to arrest churning and win over them by highly professional service delivery and assurance.

4.0 In order to maintain an uptime of 99% & MTTR of 8 hours, I would request you to bring in better discipline in your SSA teams regarding O&M by daily following a strict regime of preventive maintenance, prompt action & regular follow up with EBCC. More than 80% faults should be cleared within 24 hours and no fault should remain pending for more than 3 days. The details of each SSA O&M team should be populated in CDR portal and personally monitored by circle EB team regularly.

I request you to please take actions as suggested in above paras to improve commissioning time and O&M parameters of leased circuits in a time bond manner. The status of all such activities may be intimated of LC Cell. I hope you would not leave any stone unturned in achieving the goals set in for growth in enterprise business.

With best wishes,

Yours sincerely,


(P.K. Purwar)

Encl: as above.

Shri,
Chief General Manager,
Bharat Sanchar Nigam Ltd.,
..... Circle,

Total NTC COMMISSIONING & UPGRADEATION FROM 01.06.2019 to 16.09.2019

Sr no	END_A_CIRCLE	END_A_CIRCLE_NAME	NEW PROVISIONING				UPGRADATION			
			TOTAL	< 15 DAYS	16 to 30 DAYS	> 30 DAYS	TOTAL	< 15 DAYS	16 to 30 DAYS	> 30 DAYS
1	AN	ANDAMAN AND NICOBAR	10	5	1	4	3	1	0	2
2	AP	ANDHRA PRADESH	476	118	38	320	405	191	25	189
3	AS	ASSAM	124	49	13	62	181	29	3	149
4	BR	BIHAR	318	79	29	210	294	61	29	204
5	CN	CHENNAI TELECOM	109	53	7	49	176	26	6	144
6	CH	CHHATTISGARH	116	49	29	38	74	33	26	15
7	GJ	GUJARAT	1641	412	243	986	274	83	52	139
8	HA	HARYANA	299	144	48	107	260	155	27	78
9	HP	HIMACHAL PRADESH	116	38	17	61	187	69	22	96
10	JK	JAMMU AND KASHMIR	99	36	16	47	40	29	3	8
11	JH	JHARKHAND	138	48	7	83	83	11	15	57
12	KT	KARNATAKA	1331	209	47	1075	432	134	64	234
13	KL	KERALA	539	234	70	235	279	132	45	102
14	KO	KOLKATA TELECOM	163	112	9	42	229	30	14	185
15	MP	MADHYA PRADESH	383	121	42	220	272	55	53	164
16	MH	MAHARASHTRA	898	133	95	670	390	52	45	293
17	MTNL-MU	MTNL MUMBAI	14	4	2	8	11	1	0	10
18	MTNL-ND	MTNL NEW DELHI	16	5	0	11	34	0	0	34
19	N1	NORTH EAST I	48	10	11	27	39	8	5	26
20	N2	NORTH EAST II	50	3	4	43	22	5	2	15
21	OR	ORISSA	371	123	53	195	522	317	22	183
22	PB	PUNJAB	387	209	37	141	459	116	40	303
23	RI	RAJASTHAN	446	179	50	217	307	141	39	127
24	TN	TAMILNADU	737	253	76	408	962	333	83	546
25	TS	TELANGANA	389	110	28	251	263	152	14	97
26	UE	UTTAR PRADESH (EAST)	264	88	13	163	266	44	24	198
27	UW	UTTAR PRADESH (WEST)	249	81	46	122	260	98	73	89
28	UT	UTTARANCHAL	77	16	17	44	94	39	5	50
29	WB	WEST BENGAL	322	38	21	263	360	37	43	280
		TOTAL	10130	2959	1069	6102	7178	2382	779	4017
		%		29%	11%	60%		33%	11%	56%

Annexure - I (b)

E_A_CIRCLE	Commissioning during month of AUG-2019	Commissioning during month of AUG-2018	Disconnection during month of AUG-2019	Disconnection during month of AUG-2018	NET for the month of AUG-2019	NET for the month of AUG-2018	Cumulative Commissioning during FY 2019-20 (APR to AUG)	Cumulative Commissioning during FY 2018-19 (APR to AUG)	Cumulative Disconnection during FY 2019-20 (APR to AUG)	Cumulative Disconnection during FY 2018-19 (APR to AUG)	Cumulative NET for FY 2019-20 (APR to AUG)	Cumulative NET for FY 2018-19 (APR to AUG)
AN	5	4	1	1	4	3	27	10	14	5	13	5
AP	177	130	40	28	137	102	1152	606	799	158	353	448
AS	59	52	27	17	32	35	230	223	148	94	82	129
BR	121	99	47	21	74	78	453	643	233	318	220	325
CH	43	34	32	18	11	16	188	173	142	84	46	89
CN	71	50	19	23	52	27	193	182	222	324	-29	-142
GJ	513	184	228	65	285	119	2250	795	988	483	1262	312
HA	107	60	60	15	47	45	477	452	439	440	38	12
HP	60	38	11	8	49	30	189	188	157	94	32	94
JH	49	79	46	11	3	68	321	540	267	82	54	458
JK	23	36	24	5	-1	31	156	129	115	56	41	73
KL	271	88	67	58	204	30	812	430	582	266	230	164
KO	119	60	93	66	26	-6	192	184	408	467	-216	-283
KT	314	203	54	196	260	7	1728	696	741	794	987	-98
MH	277	199	281	249	-4	-50	1260	1141	1226	745	34	396
MP	161	68	69	64	92	4	611	377	351	180	260	197
MTNL-MU	8	10	11	8	-3	2	31	15	26	17	5	-2
N1	12	30	12	2	0	28	106	153	68	83	38	70
N2	15	24	4	1	11	23	69	94	45	53	24	41
MTNL-ND	6	5	37	4	-31	1	23	16	397	18	-374	-2
OR	87	66	41	42	46	24	647	650	330	445	317	205
PB	147	37	103	56	44	-19	856	412	600	253	256	159
RJ	142	547	125	51	17	496	941	2568	902	482	39	2086
TN	292	119	164	112	128	7	1082	635	906	567	176	68
TS	146	147	97	26	49	121	731	630	701	203	30	427
UE	84	95	53	36	31	59	556	615	315	217	241	398
UT	27	38	19	14	8	24	121	144	211	101	-90	43
UW	82	65	43	34	39	31	366	343	473	187	-107	156
WB	101	66	13	13	88	53	563	414	148	107	415	307
TOTAL	3519	2633	1821	1244	1698	1389	16331	13458	11954	7323	4377	6135

Sl No	Circle	Total MPLS-VPN Working Connections	Total Number of faults during August-2019	Fault Rate (%)	MTTR (in Hours)
1	Andaman And Nicobar	48	8	16.67	77
2	Andhra Pradesh	9650	334	3.46	11
3	Assam	3012	259	8.6	12
4	Bihar	5697	354	6.21	52
5	Chennai Telecom District	4682	100	2.14	51
6	Chhattisgarh	3450	193	5.59	18
7	Gujarat	9511	801	8.42	21
8	Haryana	5464	291	5.33	20
9	Himachal Pradesh	2136	112	5.24	11
10	Jammu And Kashmir	1495	43	2.88	30
11	Jharkhand	3607	198	5.49	53
12	Karnataka	13901	1085	7.81	25
13	Kerala	10950	205	1.87	23
14	Kolkata Telecom District	5301	460	8.68	33
15	Madhya Pradesh	7832	527	6.73	37
16	Maharashtra	14866	1374	9.24	41
17	North East I	1143	58	5.07	6
18	North East II	848	76	8.96	27
19	NTR-MTNL-ND	1191	16	1.34	34
20	Orissa	6058	395	6.52	29
21	Punjab	6779	160	2.36	14
22	Rajasthan	8498	493	5.8	12
23	Tamilnadu	11982	324	2.7	31
24	Telangana	5994	378	6.31	20
25	Uttar Pradesh (East)	9744	596	6.12	47
26	Uttar Pradesh (west)	6521	393	6.03	35
27	Uttaranchal	2586	113	4.37	21
28	West Bengal	5107	281	5.5	37
29	WTR-MTNL-MUMBAI	2525	82	3.25	38
	TOTAL	170578	9709	5.69	30